GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1189
ANSWERED ON:30.11.2005
RISING LEVEL OF CONGESTION
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the quality of cellular mobile phone provided by the various operators is being affected throughout the country due to rising level of congestion as reported in The Hindu dated October 18, 2005;

(b) if so, the details thereof; and

(c) the steps taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (c) Telecom Regulatory Authority of India (TRAI) had issued a Quality of Service (QoS) Regulation in July 2000 and subsequently modified in July 2005 so as to benchmark various QoS parameters including point of Interconnection congestion for Basic and Cellular Mobile Services. TRAI has been monitoring the performance of Cellular Mobile Operators against the benchmarks given for the various parameters in the above Regulation through Quarterly Performance Monitoring Reports.

Due to tremendous growth in wireless telephones, problems of congestion have been noticed on account of inadequate infrastructure commensurate with the growth; and non-availability of adequate number of inter-operator junctions. This increase in congestion has resulted in blocking of calls, poor voice quality, poor connectivity etc.

TRAI is monitoring the POI congestion of cellular mobile operators on a monthly basis. TRAI has also held several meetings with the senior management of service providers for addressing deficiencies in achieving QoS benchmarks.

Network expansion commensurate with the growth in number of subscriber is a continuous process. The telecom operators are taking necessary steps to meet the Quality of Service benchmarks prescribed by TRAI.